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SCULLY, SCOTT, MURPHY

To:

Examiner: Matthew L. Brooks

From:

John S. Sensny, Esq.

Group Art Unit: 3629

Confirmation No.: 1976

Fax:

571,2738300 703×8729906

Pages:

Date:

16 (Including fax cover sheet)

Phone:

Applicant:

Sridhar Krishnamoorthy

November 4, 2005

Re:

Serial No .:

10/796,345

CC

Filed: For:

March 9, 2004

"METHOD, SYSTEM AND

PROGRAM FOR INTEGRATED SERVICE

MANAGEMENT"

Docket:

END920030147US1 (17238)

JSS:jy

AMENDMENT UNDER 37 C.F.R. §1.116 (FINAL REJECTION)

TRANSMITTED HEREWITH:

- Amendment Transmittal Letter (in duplicate);
- 2. Amendment under 37 C.F.R. §1.116;
- 3. Authorization to charge IBM Deposit Account, if necessary; and
- 4. Certificate of Facsimile Transmission, dated November 4, 2005 (in duplicate).

FOR:

Applicants: Sridhar Krishnamoorthy

Serial No.: 10/796,345

Filed:

March 9, 2004

For:

"METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT"

Docket:

END920030147US1 (17238)

JSS:jy

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CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8) Applicant(s): Sridhar Krishnamoorthy					EN	Docket No. ID920030147US1 (17238)			
Application No. Filing			iling Date	Examiner Matthew L. Brooks			Group Art Unit 3629		
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT									
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•	certify that this			NDMENT UNDER (Identify type of corres	spondence)		··		
is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. (571) 273-8300									
on	November 1	1, 2005				٠	•		
	(Date)								
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10/796,345 March 9, 2004 Matthew L. Brooks 23389 3629 1976 Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT COMMISSIONER FOR PATENTS: Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below. CLAIMS AS AMENDED CLAIMS REMAINING HIGHEST # NUMBER EXTRA RATE FEE TOTAL CLAIMS 19 - 20 = 0 x \$50.00 \$0 INDEP. CLAIMS 3 - 3 = 0 x \$200.00 \$0 Multiple Dependent Claims (check if applicable) □ \$0	AMENDMENT TRANSMITTAL LETTER (Large Entity) Applicant(s): Sridhar Krishnamoorthy					Docket No. END920030147US1 (17238)			
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT COMMISSIONER FOR PATENTS: Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below. CLAIMS AS AMENDED CLAIMS REMAINING HIGHEST # NUMBER EXTRA RATE FEE TOTAL CLAIMS 19 - 20 = 0 x \$50.00 \$0 INDEP. CLAIMS 3 - 3 = 0 x \$200.00 \$0 Multiple Dependent Claims (check if applicable)	Application No.	ion No. Filing Date Examiner Custom		stomer No.	Group Art Uni	Confirmation No.			
COMMISSIONER FOR PATENTS: Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below. CLAIMS AS AMENDED CLAIMS REMAINING HIGHEST # NUMBER EXTRA RATE APDITIONAL FEE TOTAL CLAIMS 19 - 20 = 0 x \$50.00 \$0 INDEP. CLAIMS 3 - 3 = 0 x \$200.00 \$0 Multiple Dependent Claims (check if applicable)	10/796,345	1		cs .	23389	3629	1976		
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CLAIMS REMAINING AFTER AMENDMENT PREV. PAID FOR CLAIMS PRESENT FEE TOTAL CLAIMS 19 - 20 = 0 x \$50.00 \$0 INDEP. CLAIMS 3 - 3 = 0 x \$200.00 \$0 Multiple Dependent Claims (check if applicable) TOTAL ADDITIONAL FEE FOR THIS AMENDMENT No additional fee is required for amendment. Please charge Deposit Account No. in the amount of A check in the amount of to cover the filing fee is enclosed. The Director is hereby authorized to charge payment of the following fees associated with this	The ree has been	calculated and is trained							
AFTER AMENDMENT PREV. PAID FOR CLAIMS PRESENT FEE TOTAL CLAIMS 19 - 20 = 0 x \$50.00 \$0. INDEP. CLAIMS 3 - 3 = 0 x \$200.00 \$0. Multiple Dependent Claims (check if applicable)		CLAIMS REMAINING		T	XTRA		ADDITIONAL		
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Multiple Dependent Claims (check if applicable) TOTAL ADDITIONAL FEE FOR THIS AMENDMENT No additional fee is required for amendment. Please charge Deposit Account No. in the amount of A check in the amount of to cover the filing fee is enclosed. The Director is hereby authorized to charge payment of the following fees associated with this	TOTAL CLAIMS					\$50.00	\$0.00		
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 Please charge Deposit Account No. in the amount of A check in the amount of to cover the filing fee is enclosed. The Director is hereby authorized to charge payment of the following fees associated with this 			TOTAL ADDITIONAL F	EE FOR TI	HIS AMEN	DMENT	\$0.00		
Any additional filing fees required under 37 C.F.R. 1.16. Any patent application processing fees under 37 CFR 1.17. Payment by credit card. Form PTO-2038. WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038. **John J. Length Dated: November 4, 2005 **Signature**									
John S. Sensny Registration No. 28,757 Thereby certify that this correspondence is being deposite the Outed States Postal Service with sufficient postage a class mall in an envelope addressed to "Commissioner for Pa P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] (Date) Signature of Person Mailing Correspondence CC: JSS:jy									
Typed or Printed Name of Person Mailing Correspondence	ing Correspondence P11LARGE/REV09								

CERTIFICATE OF Applicant(s): Sridhar Ki	Docket No. END920030147US1 (17238)							
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Group Art Unit 3629					
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT								
I hereby certify that this	AMEN	NDMENT UNDER 37 C.F.R. § (Identify type of correspondence)	1.116					
is being facsimile transm	itted to the United States Patent	and Trademark Office (Fax.	No. (571) 273-8300					
on November 1	ı , 2005		ı					
(Date)		•						
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AMENDMENT TRANSMITTAL LETTER (Large Entity) Applicant(s): Sridhar Krishnamoorthy					Docket No. END920030147US1 (17238)			
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brook	is ·	Customer N 23389	lo.	Group Art Unit 3629	Confirmation No. 1976	
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT								
COMMISSIONER FOR PATENTS: Transmitted herewith is an amendment in the above-identified application.								
The fee has been	calculated and is trans	mitted as shown below						
		CLAIMS AS AM	ENDE)				
	CLAIMS REMAINING HIGHEST #		NUMBER EXTRA			RATE	ADDITIONAL	
	AFTER AMENDMENT	PREV. PAID FOR	CLAIMS	PRESENT		10.12	FEE	
TOTAL CLAIMS	19 -	20 =		0	X	\$50.00	\$0.00	
INDEP. CLAIMS	3 -	3 =		0	×	\$200.00	\$0.00	
Multiple Dependent Claims (check if applicable)							\$0.00	
		TOTAL ADDITIONAL F	EE FC	R THIS AME	ENE	MENT	\$0.00	
 No additional fee is required for amendment. □ Please charge Deposit Account No. in the amount of □ A check in the amount of to cover the filing fee is enclosed. ☑ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0457/IBM ☑ Any additional filing fees required under 37 C.F.R. 1.16. ☑ Any patent application processing fees under 37 CFR 1.17. □ Payment by credit card. Form PTO-2038. WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038. 								
John & Sanary Dated: November 4, 2005								
John S. Sensny Registration No. 28,757 Registration No. 28,757 Correspondence Address Customer No. 23389								
CC: JSS:jy Typed or Printed Name of Person Mailing Correspondence								

6/ 16

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Response Under 37 C.F.R. §1.116
Expedited Procedure Examining
Examining Group 3629

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:

Sridhar Krishnamoorthy

Examiner:

Matthew L. Brooks

Serial No.:

10/796,345

Art Unit:

3629

Filed:

March 9, 2004

Docket:

END920030147US1 (17238)

For:

METHOD, SYSTEM AND

Dated:

November 4, 2005

PROGRAM FOR INTEGRATED

SERVICE MANAGEMENT

Confirmation No.: 1976

Commissioner of Patents

P.O. Box 1450

Alexandria, VA 22313-1450

AMENDMENT UNDER 37 C.F.R. §1.116

Sir:

In response to the Office Action dated August 31, 2005, please amend the subject patent application as follows.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Dated: November 4, 2005

John & Bensny John S. Sensny

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